

LEAVITT

CAREERS OFFICE MANAGER



This position of Office Manager has been written to provide you with direction as to what is expected of you in your position. While this document is not intended to be all inclusive of the tasks required of you, it does provide you with critical guidance in the successful performance of your job duties. It is important that you read this position description carefully and bring any questions you may have about its contents to the attention of your manager.

The job description covers four key areas of your position; Core Competencies, Job Responsibilities, Job Requirements and Physical Requirements.

POSITION DESCRIPTION

Core Competencies

The Leavitt Funeral Home Office Manager should excel in three primary areas of competence:

- **Customer Focus:**
Administrative Assistants have a high level of customer focus. Outstanding service is a passion and they inspire and challenge others to the same passion. Treat 100% customer satisfaction as a personal goal and accept no excuses for not achieving that goal.
- **Teamwork and Communication:**
Administrative Assistants have a strong personal ethic about how to treat others, especially fellow employees. Genuinely respect fellow employees and deal with others directly and forthrightly without manipulation or duplicity.
- **Operational Ability:**
Ensure responsibilities are carried out with such attention to detail that everything is right, in every way, every time. Be effective at achieving high quality and high results at reasonable cost.

Job Responsibilities

This position's main responsibility will organize and coordinate office administration and procedures, in order to ensure organizational effectiveness, efficiency and safety. The office manager is responsible for developing intra-office communication, procedures, office staff supervision and task delegation. This position also is responsible for tasks, duties and coordination of accounting responsibilities with the Company's accountants regarding all of the business's organizations, including but not limited to Leavitt Funeral Home, Inc, Leavitt Funeral Home of Ohio, Family Heritage Funeral Group and Generation Holdings. Listed Below are the main duties of this position:

- Responsible for accounting process of the office such as contract processing, month end reporting, petty cash reconciliation, invoicing and payments, daily cash receipts, bank reconciliation and other accounting duties while working with the Company's accountant.
- Manage contract and price negotiations with office vendors, service providers and other contracts.
- Manage relationships with vendors, service providers, landlords, ensuring all items are invoiced and paid on time (Accounts Payable).
- Manage Accounts Receivables, ensuring all invoices are paid properly by using the Payment Policy and procedures.
- Monitor Security of Office activities, money and documents
- Work with Funeral Directs to ensure all contract pricing, taxes and payment policies are processed efficiently and correctly.
- Oversee and coordinate payment of prearrangements contracts that use Insurance Assignments, Prefunded Trusts, Prefunded Insurance Policies or other forms of payments.
- Reconcile Prearrangement contracts and prepare necessary reports to the Attorney General's office on funded contracts.
- Assure that complete confidentiality is kept and maintained on all company-related processes, techniques, services, data and client families.
- Partner with HR to maintain office policies as necessary and payroll as needed.
- Establish a historical reference for the office by outlining procedures for protection, retention, record disposal, retrieval, and staff transfers.
- Ensure that results are measured against standards, while making necessary changes along the way
- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved, and that clerical functions are properly assigned and monitored
- Responsible for developing and implementing office policies by setting up procedures and standards to guide the operation of the office
- Organize orientation and training of new staff members
- Allocate tasks and assignments to office and administrative staff and monitor their performance
- Ensure top performance of office staff by providing them adequate coaching, mentoring, and guidance.
- Oversee adherence to office policies and procedures and discipline.
- Monitor and maintain office supplies inventory.
- Review and approve office supply acquisitions.
- Coordinate for maintenance and purchase of all office equipment
- Ensure office efficiency is maintained by carrying out planning and execution of equipment procurement, layouts, and office systems
- Perform review and analysis of special projects and keep the management properly informed
- Reports to: President of the Company

Job Requirements

- Must possess a high school diploma or equivalent education with emphasis on business related courses.
- Associates degree or 3-5 years of experience in Accounting or Office Management.
- Knowledge of human resources management and practices.
- Knowledge of business and management principles
- High focus on attention to detail
- Strong ability to handle and execute multiple roles efficiently and effectively.
- Strong verbal and written communication skills
- Must be highly organized, task driven and self motivated
- Ability to speak effectively with customers and employees of the company.
- Must be skilled/proficient in written and oral communications, typing, data entry, and personal computer
- Must be proficient in the use of various Microsoft Office applications and computerized financial reporting systems
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to apply common sense understanding to carry out detailed, involved instructions; to deal with problems having several concrete variables in or from standardized situations.
- Ability to work a flexible schedule as required for completion of assigned responsibilities.

Physical Requirements

- Ability to sit for extended periods of time.
- Ability to (pinch or pick) maneuver small objects precisely by whatever means.
- Ability to operate a computer keyboard by whatever means.

- Ability to communicate by means of the spoken word both face to face and over the telephone.
- Ability to exert up enough force frequently or constantly in order to move bodies, objects, and other items associated with working with deceased bodies and in an office environment.
- Ability to perceive depth and field of vision
- Ability to maneuver multiple flights of stairs routinely.

Job Classification

HOURLY NON-EXEMPT - Nonexempt employees are eligible to receive overtime pay at a rate of one and one-half times their regular pay for time worked in excess of 40 hours per workweek.

Benefits

- Full Time position
- Health, Life, and Disability Insurance
- Paid Vacation and Sick Days
- 401K Retirement Plan
- Flexible Spending Account
- Pay - \$18-\$22 per hour

Hours

- Mon-Fri 8am -5 pm = 40 hour work week
- One-hour lunch
- Additional hours or earlier morning/evening hours may be necessary

This position description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other position related duties requested by his or her supervisor. • Requirements listed may be subject to change at any time and are representative minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the employee must possess the abilities and aptitude to perform each task proficiently. • Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time. • All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other team members. • This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. • Leavitt Funeral Home is an Equal Opportunity Employer.

CAREERS

Office Manager



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